

EDWARD F. DOYLE, JR.
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EDUCATIONAL BACKGROUND

Duquesne University, MBA
Pennsylvania State University, B.S. Business Logistics

PROFESSIONAL EXPERIENCE:

Swift Transportation, Greer, SC (2019) Customer Service Representative

- Serviced accounts including scheduling pickup and delivery appointments
- Resolved customer issues via e-mail and phone
- Solicited accounts for new freight opportunities

American Bar Association, Chicago, IL (1997 – 2018) Assistant Director, Inventory Operations; Consultant (2018)

- Responsible for budgeting and P&L for shipping, order fulfillment, and storage operations
- Control inventories in excess of 2,500 SKU at multiple 3PL vendors
- Direct proper set-up and maintenance of all inventoried products
- Coordinate fulfillment of 50,000 orders annually through 3PL facilities.
- Develop, review, document, and monitor all fulfillment related processes
- Monitor KPI's (90 % same-day shipping, 99.8% inventory accuracy) on scheduled basis
- Responsible for fulfillment vendor selection, negotiation of rates and services, and monitoring vendor performance
- Supervise, coach, motivate, and monitor performance of exempt and non-exempt staff in call center environment
- Coordinate ABA SOURCE area at ABA Annual Meeting
- Served as Floor Safety Warden

Continental Cablevision, Elmhurst, IL (1995 – 1997) Customer Service Supervisor

- Supervised evening customer service operations in 24/7 high volume call center
- Monitored, coached and evaluated performance of as many as 17 call center representatives
- Resolved escalated customer service issues as required

Hunter-Douglas Metals, Homewood, IL (1994) Transportation Manager

- Secured truckload or flatbed transportation services
- Negotiated rates and services with carriers and/or brokers
- Resolved customer related service issues

Schering-Plough Corporation, Memphis, TN (1993 – 1994) Transportation Manager

- Monitored and evaluated LTL truck carrier performance on a national basis
- Controlled truckload distribution to western US and LTL distribution to the mid-west, southern and western United States
- Coordinated carrier selection process and negotiations

Ragold, Inc., Chicago, IL (1989 – 1993) Logistics Manager

- Directed customer service and inventory control operations
- Managed staff of 3 full-time employees in logistical activities
- Planned US production quantities for German manufacturer and tracked flow of imported products
- Realigned 3rd party warehousing and transportation network to achieve significant cost savings

Albion Industries, Albion, MI (1987 – 1988) Customer Service Manager

- Monitored and evaluated sales performance of national distributors
- Managed staff of 4 full-time employees in customer service activities
- Developed job quotation spreadsheet to organize competitive pricing
- Participated in National Sales meetings and distributor training sessions
- Coordinated staff telemarketing efforts

Midland Ross Corporation, Pittsburgh, PA (1980 – 1987) Service Center Manager

- Directed national headquarter distribution and customer service center operations
- Managed staff of up to 17 warehouse and customer service staff
- Controlled inventory of 8,000 – 10,000 SKU
- Responsible for budget performance of 2 cost centers
- First trainee in Warehouse Management Training Program

GBG, Inc., Pittsburgh, PA (1978 – 1980) Production Coordinator

- Supervised inventory control from the production end of operations
- Maintained production records and calculated employee incentives from records
- Performed quality control inspections of in-process materials and finished goods

SKILLS

Microsoft Office (Word, Excel, Outlook), AS400, Personify/TIMSS, Oracle, SAP
Business Objects, Avaya, Decision Cast, Toastmasters

AFFILIATIONS

ABA SPEAKeasies/Toastmasters 1999 – 2018 (past Club President, CTM/CL)
Lifetime member, Penn State Alumni Association
Council of Supply Management Professionals 1998 – 2012